ISO 20000
Lead Implementor

ISO/IEC 20000 Lead Implementer training enables you to develop the necessary expertise to support an organization in establishing, implementing, managing and maintaining an IT Service Management System (ITSMS) based on ISO/IEC 20000. During this training course, you will also gain a thorough understanding of the best practices of IT Service Management Systems and consequently improve an organization's IT processes and/or services, effectiveness and overall performance.

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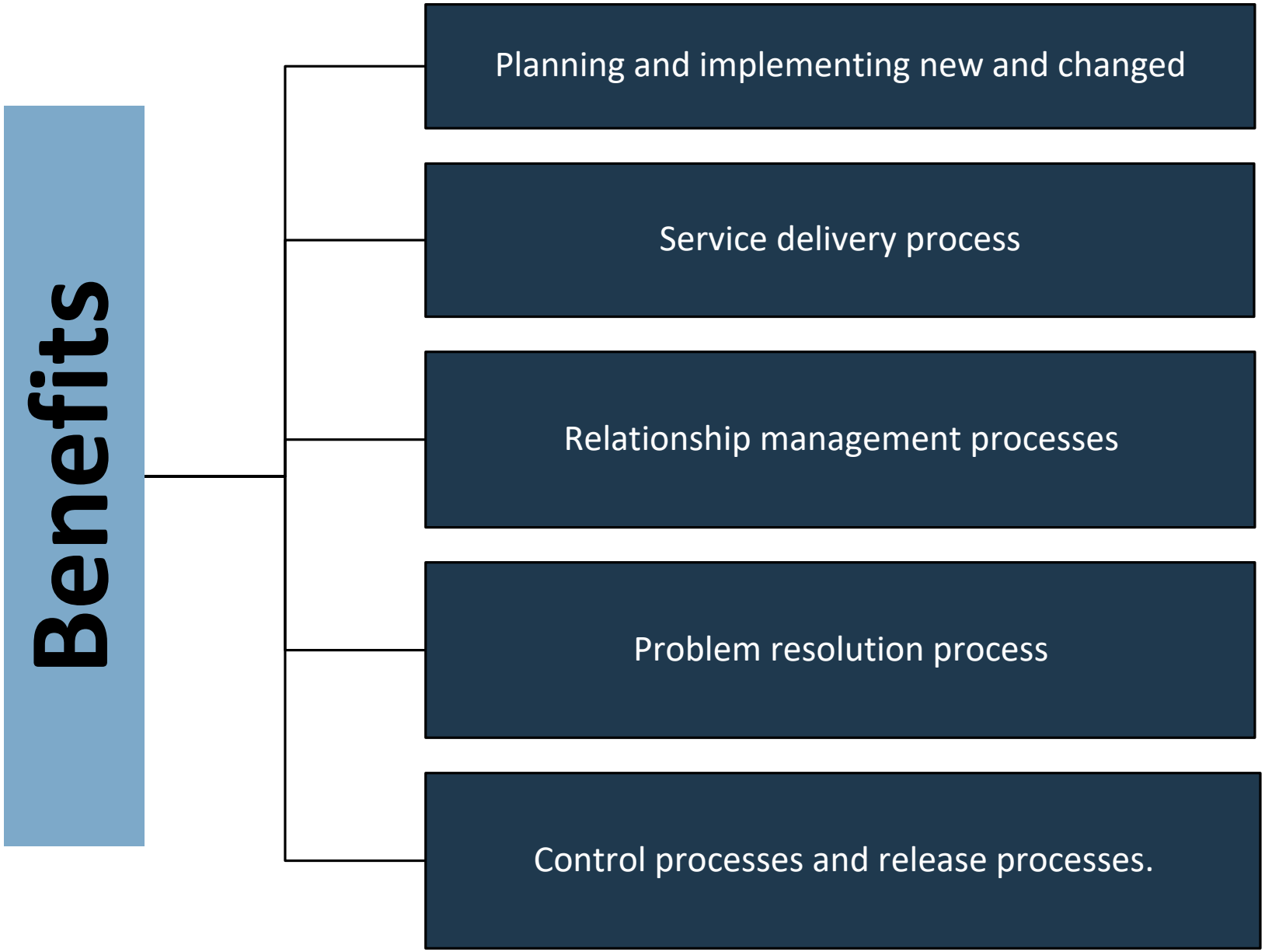
Who should attend?

This course has been designed for Manager or consultant wanting to implement an Service Management System (SMS), Project manager or consultant wanting to master the Service Management System implementation process, Person responsible for the Service or conformity in an organization, Member of the Service team, Expert advisor in information technology service management, Technical expert wanting to prepare for an service management audit function.


Benefits
Planning and implementing new and changed
Service delivery process
Relationship management processes
Problem resolution process
Control processes and release processes.

Course Outline

Introduction to Service Management System (SMS) concepts as required by ISO 20000; initiating an SMS

Presentation of the ISO 20000 family of standards and comparison with ITIL V2 and V3

Management Sys Fundamental principles of Service Management System tem (QMS)

Preliminary analysis and establishment of the maturity level of an existing SMS

Writing a business case and a project plan for the implementation of an SMS

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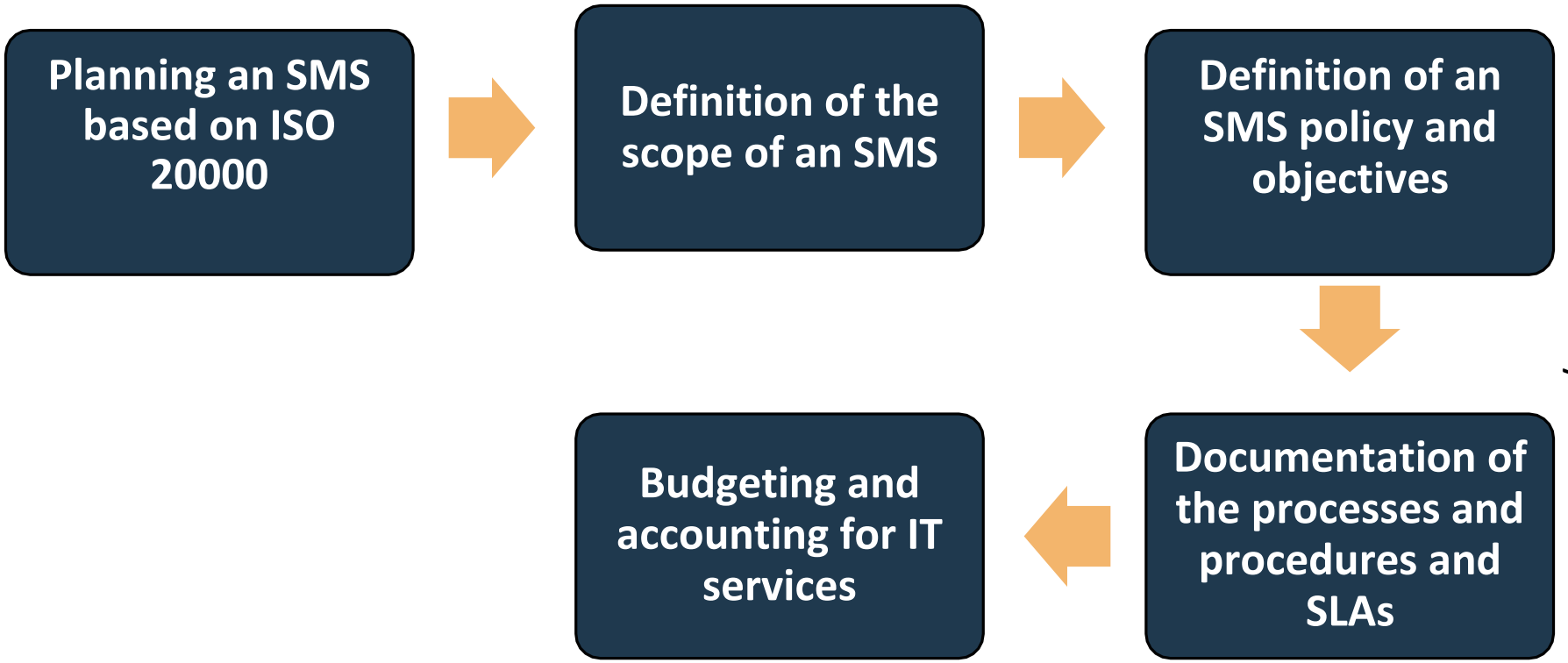
Course Outline



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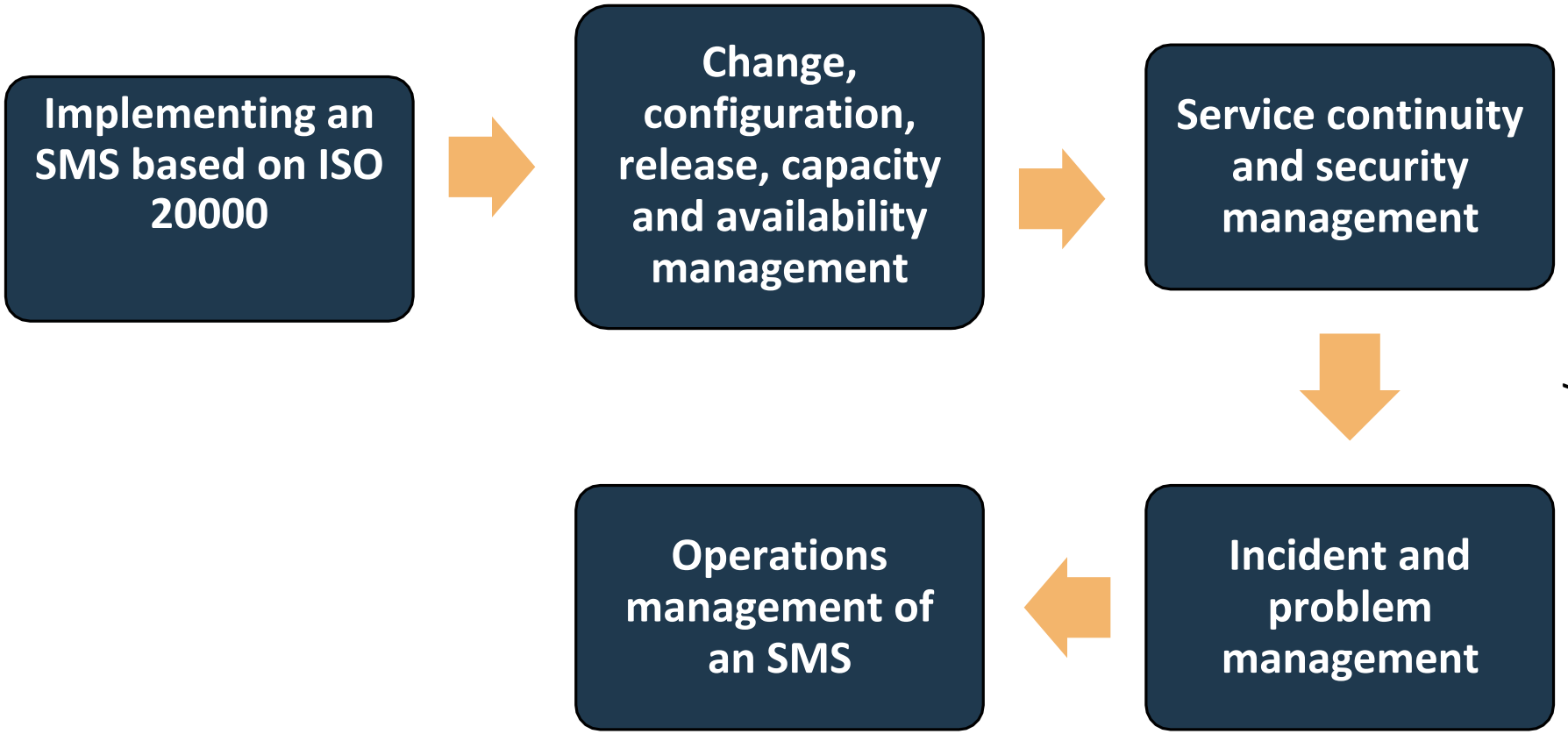

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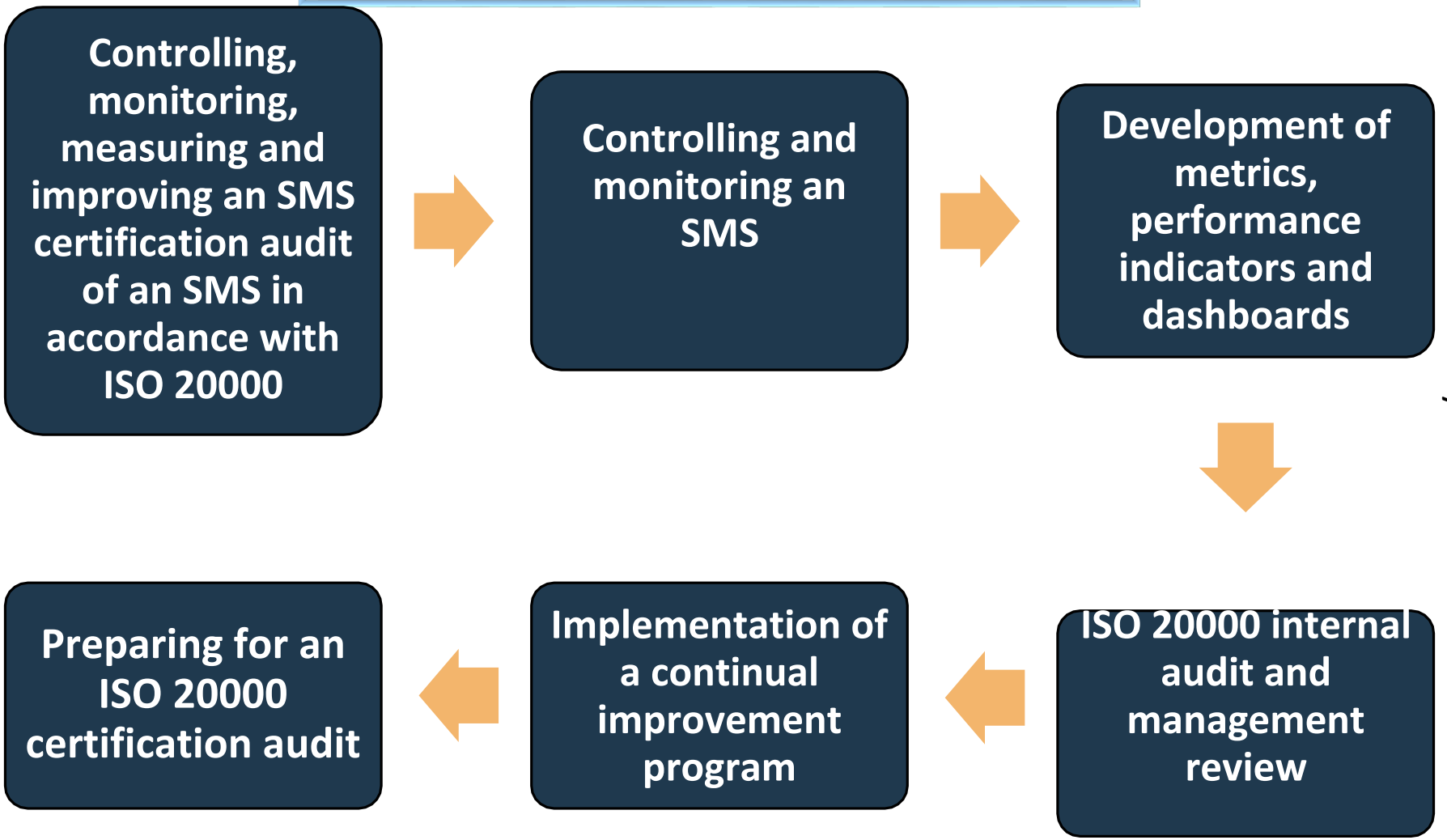

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Prerequisites for the EXAM

- A fundamental understanding of ISO/IEC 20000 and comprehensive knowledge of implementation principles.

Exam Details

- Exam duration: 3 hours
- Exam format: Descriptive & paper based
- Exam body: PECB
- Open book: Yes

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JOIN NOW!

>>Contact: info@4pa.in

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